

Information Technology Center

Statement of Purpose

To provide the technology to enhance the delivery of county government services and increase the access to and quality of vital government data which facilitates commerce and enhances quality of life in our community. This will be accomplished in a spirit of customer service, partnership, and consultation with our stakeholders. Our guiding principles are quality, integration and cost effectiveness.

2006-2007 Goals and Objectives

1. Maintain a dynamic strategic technology plan to assure a coordinated effort in equipping departments with technological tools needed to provide services to citizens. This plan will be updated annually by June 30.

This goal in the past has referred to a yearly technology plan. A yearly plan was created in the Spring of 2006. Moving forward a strategic technology plan will be created to provide guidance in direction taken and guidance for the decision making process. To complete this plan an IT Governance Committee has been established and is now meeting on a regular basis. In preparation for writing the strategic plan, a disaster recovery plan has been written, a web design plan has been written, and a staff evaluation conducted. The committee has adopted a set of technology principles and a strategic plan roadmap. The Catawba County Strategic Plan for Technology was completed in May and presented to the Board of County Commissioners in June 2007.

100% Complete
On Budget
On Time



2. Implement a reverse 911 system to provide automated outgoing calls in the event of emergency. The system will also be used to notify target populations with various information.

This goal is being addressed jointly by the Technology Department and Emergency Services. A vendor has been selected for the Citizen Notification System and partnerships have been established with the three school systems, CVCC, the two hospitals, and the municipalities. Each will be able to use the system for emergency notification and other items related to their customers. The ongoing cost is being shared by the members of this partnership. The system is fully operational.

100% Complete
Over Budget for Project
Over Time for Project



3. Replace Microsoft Office applications that are becoming incompatible with other agencies. The versions currently used were released from 1997 to 2000 and are outdated. A new release is scheduled for Fall 2006 that will provide additional functionality and compatibility for County business processes. This is scheduled to begin Spring 2007 and be completed within six months.

The office product has been released and we have purchased license software. The rollout began in the Spring of 2007. Upgraded equipment has been installed where needed. Currently the product has been rolled out in the Government Center, Justice Center, Social Services, Public Health, Mental Health and the Tax Office. Installation was delayed in the Sheriff's Office due to application incompatibilities with Visionair software. Roll out is scheduled to be complete by October 2007.

80% Complete

On Budget

On Time



4. Technology support for building inspectors to electronically record and transmit inspection data from construction sites will be provided. This will allow inspection results to be available immediately (as opposed to next business day), prevent duplicate data entry, and allow building inspectors to work from their vehicles and homes rather than spending time each day at the office. Target date of September 2006. Additional mobile form applications will be added for other departments during the next two years.

Complete: The system is in production with all inspectors.

100% Complete

On Budget for Year

Over Budget for Project

On Time for Year

Over Time for Project



5. Provide technical support needed for the Board of Elections. With new guidelines mandated by the State, the County will be using new equipment. To help insure the efficiency of the process, IT staff will be trained to support the new equipment and assigned to precincts and Board of Elections office as needed.

Complete: The new equipment has performed well in the last two elections.

100% Complete

On Budget

On Time



6. Continue implementation of a document management/imaging system to allow more reliable access to, sharing of and retrieval of documents for internal departments and citizens from the Internet. Emergency Services, the County Manager's Office and Finance are scheduled for implementation next year.

Partially Complete: Emergency Services, Personnel and the County Manager's office have been implemented. The Finance Department is scheduled to begin using the system in March 2007.

80% Complete
On Budget
On Time



7. Upgrade the PeopleSoft Human Resource system as required to meet Federal and State regulations for payroll processing. Added features include the ability to offer online employment applications and an integrated application process to eliminate many hours of data entry for staff. Scheduled for completion by November 2006.

100% Complete
On Budget
On Time



8. Provide technical direction and ongoing support for the new Jail Facility in Newton. ITC staff will manage and support video visitation, security systems, data network and other applications needed to manage the new facility. A position for a second shift network specialist will be added two months before the facility opens to assure that adequate coverage is provided for the jail and other public safety agencies. Scheduled to be operational April 2007.

All of the phone, computer, security and video visitation systems are installed and tested. The original date for completion was missed due to building construction delays.

100% Complete
On Budget
2 Months late due to construction delays.



9. Develop a formal Disaster Recovery Plan for information systems used by County departments to conduct business and provide services to citizens. Completed by June 2007.

Complete: The plan has been written and we are correcting areas of vulnerability.

100% Complete



***On Budget
On Time***

10. Complete a feasibility study and return on investment analysis of implementing a Voice over Internet Protocol (VoIP) system for telephone and network services. Evaluate options and make a recommendation for the best method(s) of providing these services throughout the agency in the future. Completed by December 2006.

Complete: The study showed that a new VoIP system would be less expensive and provide better service. We are proceeding with a solution using the existing phone payments to switch to the new system. The new VoIP system is scheduled to be completely installed by August 1, 2007.

***100% Complete
On Budget
On Time***



11. Evaluate the current Catawba County web site. Collaborate with the Public Information Officer to offer online subscriptions to citizens for various newsgroups from the County's web site. For example, if a person subscribed, they could receive the Board of Commissioners meeting agendas and/or meetings automatically via email. Redesign as needed to maximize ease of use, online services provided and information available to the public. Completed by June 2007.

A web design plan was completed in June 2006 and redesign of the web page begun. The updated website was brought online in August. Currently all department web pages have been updated to the new design. New features include language translation, subscription services for publications and RSS feeds.

***100% Complete
On Budget
On Time***



12. Expand wireless capabilities by providing wireless Internet services in specified areas such as the Public Libraries and the Register of Deeds offices. This will also facilitate mobile applications for employees in the future. Will complete within 3 months of receiving grant funds.

This project was studied in conjunction with the VoIP project. The wireless network has been completed in the Government Center. The wiring for the Justice Center and Library has been installed. Plans are complete for access points at the Newton Library. Equipment orders for the Justice Center and the Library will be completed the first week of July. The Library and Justice Center are scheduled for completion by September 2007.

80% Complete
On Budget
On Time



13. Replace 20 percent of the desktop and notebook computers, excluding DHR agencies, to maintain compatibility with other agencies and software standards.

The equipment has been purchased and installed.

100% Complete
On Budget
On Time



14. Receive a customer satisfaction rating of “satisfied” from at least 90% of respondents to a survey sent to all departments that asks them to rate the level of service and support received from ITC. This will be completed by June 2007.

Survey to be conducted June 2007.

COMPUTERIZED MAPPING

Geospatial Information Services (GIS)

Statement of Purpose

Geospatial Information Services (GIS) provides tools to the user community to enhance and improve the quality of geographically related services including but not limited to planning, building inspections, environmental health, emergency services, economic development, infrastructure, management, facilities’ management, and parcel mapping. The GIS will promote good government as a multi-jurisdictional project involving the integration of resources from the County and the participating municipalities.

Outcomes

1. Insure that the County’s GIS provides reliable, valid, and useful information to our citizens. This will be accomplished by: Upgrading and maintaining GIS related hardware, software, and data; adding additional layers of geographic data as requested to the GIS database; and supporting County departments with GIS data, analysis, and maps.

In August, the GIS website was upgraded to reflect the new look of the County’s main website. In addition, this fall, the website was further updated to add additional functionality. This winter, all GIS user’s had their software upgraded to ArcGIS 9.2. In May, the primary GIS server was upgraded as part of the County’s SAN Solution. Several layers of data continue to be maintained

including building footprints, well and septic tanks, street centerlines, zoning, waterlines, ESNs, new subdivisions, new school districts, and city limits.

GIS continues to support several departments with maps and data. Planning and Community Development relied heavily on GIS for map production and data analysis as part of the UDO project. Other primary departments relying on GIS services this year were Emergency Services, Utilities and Engineering, Tax, Board of Elections Communications, and Economic Development.

2. Respond to and complete 95% of all map and data requests from the public within 24 hours of receiving the request.

More than 95% of all mapping and data requests from the public continue to be processed within 24 hours of receiving the request.

3. Continue to strengthen relationships with the GIS Consortium members by providing them technical assistance and encouraging open discussions at bimonthly meetings.

The County's GIS staff works closely with and provides technical assistance to the member cities of the GIS Consortium. The Consortium coordinates information and provides cost sharing on projects such as the orthophoto project. This Spring, we coordinated software and hardware upgrades with the municipalities as these upgrades affect their access to the County's server and the data we provide. Bi-monthly GIS Steering Committee meetings are conducted to provide a means of connection and communication for all the participating members.

4. Continue to improve the speed and efficiency of the GIS Database by proceeding with the transfer of data and applications to ArcSDE. As part of this transfer, the Tax Editing Application will be moved to the SDE environment by October 2006.

The bulk of the GIS database has been transitioned to ArcSDE and is in use by staff in map production and other departments through the Public Access application. The priority and intensity of the UDO Project have caused the Tax Mapping Application to be delayed. Development of this application is now underway and expected to be complete by the end of 2007.

E-911 COMMUNICATIONS CENTER

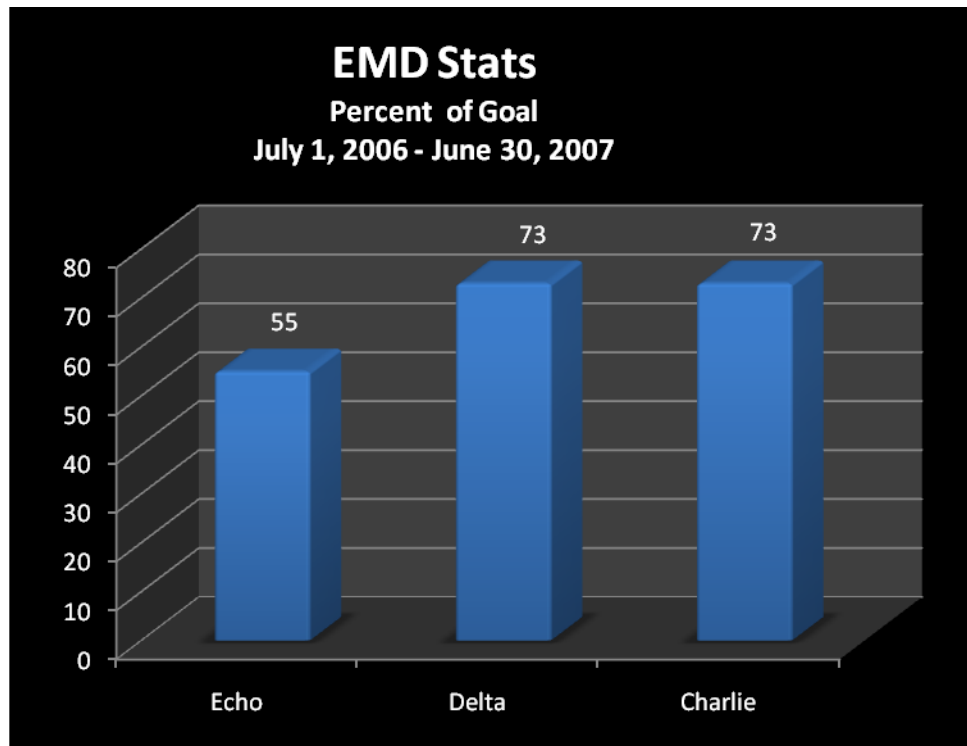
End-of-Year Outcomes Achievement Report

Statement of Purpose

The Catawba County E-911 Communications Center provides emergency and administrative communications for the citizens of Catawba County by placing them in touch with public safety and related government service agencies. To be prepared for daily communications traffic and emergencies requiring adequate numbers of trained personnel. To have the most current state-of-the-arts computerization, along with radio and telephone technology to assure that saving lives and property can always be attained.

Outcomes

1. Continue to ensure citizens receive prompt medical care, by dispatching the appropriate agency within one minute of call receipt in 90% of HOT calls (emergency or life-threatening calls) and dispatching serious, but not life-threatening calls within 90 seconds 80% of the time. Achievement will be documented through quarterly status reports obtained from the computer-aided dispatch (CAD) system.



	Total Calls	Average Time	60 Seconds Or Less	90 Seconds Or Less	95 Seconds Or Less
Charlie	1627	1:19.68	775 / 47.634%	1181 / 72.588%	1219 / 74.923%
Delta	3577	1:17.09	1609 / 44.982%	2613 / 73.050%	2729 / 76.293%
Echo	101	1:07.24	56 / 55.446%	81 / 80.198%	83 / 82.178%

2. Educate local businesses on the information needed by the E-911 Telecommunicator to dispatch the appropriate public safety agencies to the correct locations when 911 is called by conducting on-site training and informational sessions with work groups. Post event customer service surveys will be given to participants to determine if attendants found the training useful and retained the desired information.

Mid-Year Achievement: We have had the pleasure of talking with rotary clubs, church

groups, school tours, boy scouts, and senior citizen groups in the county about the E-911 Center. Also, we have been able to talk with several area businesses as the need arose about the center's operation. However, we have experienced some difficulty in getting a survey to businesses. One of the obstacles we ran in to is in some events, when we followed up on a call or incident, the person we first came in contact with no longer was employed at the business. It appears there is quite a bit of turnover in businesses as with the nursing homes, or the business closes. We will continue to talk with and invite groups to tour the E-911 Center when requested and continue educating the citizens.

End-of-Year Achievement: We continue to invite groups to tour the E-911 Center anytime. Upon hiring new employees, rescue squads, fire departments, and law enforcement agencies all ask if their new-hires can set in and observe Communications Center personnel and procedures. Of course, we welcome anyone to observe at any time, as it enlightens and educates the visitor of all the responsibilities in the center.

3. Continue working with the State Highway Patrol, the Piedmont Area Communications Council, and local public safety agencies in general to establish radio interoperability between agencies in Catawba County and the surrounding area.
 - a. Work with the State Highway Patrol to replace and rebuild radio towers in Catawba County as funded under Homeland Security grants with a target completion date of June 30, 2007.

Mid-Year Achievement: We have moved forward with the State Highway Patrol. The land has been surveyed, and a letter has been sent to the SHP from the Assistant County Manager regarding Catawba County's Planning & Zoning codes. We are waiting on a reply from the SHP as to when and if they will proceed.

End-of-Year Achievement: At this time, we are moving forward with the State Highway Patrol. A meeting is scheduled for July 11th in Raleigh with key SHP officials, as well as Assistant County Manager Lee Worsley, CIO Terry Bledsoe, Planning & Zoning Director Jacky Eubanks, and E-911 Administrator Jerry Boggs. It is our hopes that this meeting will bring a positive outcome with plans to proceed with tower construction on Riverbend Road.

- b. Work with the Piedmont Area Communications Council to implement its 11 county interoperability grant with a target completion date of June 30, 2007.

Mid-Year Achievement: Catawba County has completed its part of the interoperability process. The connectivity with the 11 counties was completed by using a microwave feed to the Highway Patrol's tower on Anderson Mountain from Charlotte, then a microwave canopy hop from the Highway Patrol's tower to Catawba County's tower at Anderson Mountain. From there, the connectivity was made using the T1 line that is already in place to bring the connectivity to the E-911 Center. The equipment has been installed at the Communications Center, and we are now waiting on the testing procedures from the PAC Council to learn how we will bring all of this together when all the other equipment is installed in the other counties.

End-of-Year Achievement: All of Catawba County's equipment has been installed for the 11-county interoperability project. Motorola has had some issues with connections from Anderson Mountain to the Communications Center here in Newton. It appears to be a T1 problem. The technicians are working with B&L Telephone Company and BellSouth to resolve. Testing has been completed with approximately nine other counties. There are still some minor issues with volume control, but the techs are working on the problem.

- c. Cultivate joint ventures between local public safety agencies to generate savings through pooled resources including pursuing sharing microwave communications at State Highway Patrol sites instead of T1 lines at an approximate annual savings of \$36,000.

Mid-Year Achievement: At this time, Catawba County has requisitioned a 900 Mhz microwave license to be used at Bakers Mountain for connectivity to the Justice Center. This should end the cost of one of the T1 lines. Hopefully, this will be completed sometime in early 2007. This can also move us forward with connectivity in the future with mobile data.

End-of-Year Achievement: The MDS radio equipment has been ordered for use with the 900 MHz microwave license. Technicians and specialists have informed me that some of the equipment has arrived, and they will be tuning the equipment. A tower crew has been tentatively scheduled to come in about two weeks for equipment installation. After installation, we will closely monitor how the microwave path operates, and, hopefully, this will alleviate the cost of one T1 line (Bakers Mtn).